



USDA Wrap-Up/Closing Session

**Dorothy (Dee Dee) Lilly, Division Chief for Procurement Policy
Charge Card Service Center (CCSC)**

2011 GSA SmartPay2® Conference

Thursday August 18, 2011

12:30 – 1:40 pm

The Venetian, Las Vegas: Room # Galileo 903 – 904

Agenda

■ Points of Contact

- CCSC & USDA Charge Card Program Leads
- Contractor Team
- U.S. Bank
- Contacting U.S. Bank vs. CCSC

■ Reminders

- Continuous Learning Point (CLP) Credits
- Conference Presentations & Materials

■ Conference Survey

■ Closing Remarks

■ Questions



Points of Contact

■ CCSC Team

- Dorothy (Dee Dee) Lilly - Chief, Procurement Policy Division (PPD)
dorothy.lilly@dm.usda.gov
- *TBD* - Charge Card Service Center (CCSC) Program Manager
- Frank Hodo - IT & Process Improvement Lead frank.hodo@dm.usda.gov
- *TBD* - Compliance & Oversight Lead ccsc@dm.usda.gov
- Henry Hansen - Agency Advocate & Policy Support hrhansen@fs.fed.us
- Linda Wilson - Agency Advocate & Policy Support linda.wilson@ars.usda.gov

■ USDA Charge Card Program Leads

- Paul Walden - * **New** * Property Management Division Chief (Fleet)
paul.walden@dm.usda.gov
- James Michael - Alternative Fuel & Fleet Efficiency Program Manager (Fleet)
james.michael@dm.usda.gov
- Teresa Maguire - Travel Card Program Manager teresa.maguire@cfo.usda.gov

Points of Contact

■ CCSC Contractor Team (DRT Strategies)

- Clara Hickerson - Communications, Policy & Training clara@drtstrategies.com
- Yadira Stamp - CCSC Charge Card, Reporting & Oversight Management
yadira.stamp@dm.usda.gov or ystamp@drtstrategies.com
- Lynn Anderson - Technology Management landerson@drtstrategies.com
- Patrick Harding - PMO Support patrick.harding@dm.usda.gov
- Merabell Puwo - Data Support merabell.puwo@dm.usda.gov

■ U.S. Bank

- Scott Helms - Director, Civilian Accounts
- Scott Kelly - Relationship Manager
- Ernest Edwards - Account Manager
- Nicole Demario, Virilisa Lane, Christopher Meyers - Account Coordinators
- Traci Barber - Solutions Consultant

Contacting U.S. Bank vs. CCSC

System Defects vs. System Enhancements

■ Call U.S. Bank Customer Service

- If you are experiencing a defect in operation of the Access Online (AXOL) system.
- Call the phone # on the back of your charge card.

■ Contact the CCSC

- For system enhancement issues, questions, or suggestions.
- Email: ccsc@dm.usda.gov

■ Contact your Agency Headquarters APC

- For questions about your agency's internal procedures and guidance.



Reminders

■ Continuous Learning Points (CLPs)

- Attendees with procurement warrants can receive 24 Continuing Education hours which can be used in meeting their biennial maintenance training requirements.
- To receive 24 CLPs, you must have signed in for each 'required' session in order to receive credit; no partial credit will be given.
- The CCSC will reconcile sign-in sheets and email CLP Certificates to the appropriate APCs.

■ Conference Presentations & Materials

- All GSA Conference presentations and materials will be posted on the CCSC website under each respective business line (*Purchase, Travel, and Fleet*) and then under 'Meetings & Conferences':

<http://www.dm.usda.gov/procurement/ccsc/>

Conference Survey

■ **USDA Training Survey**

- Each attendee should have a survey that was placed on each chair for this session.
- The survey is optional and assists the CCSC and U.S. Bank in gauging the effectiveness of the training sessions, information that was valuable, information that is needed, and areas of improvement.
- Results and feedback will be included in the next APC Newsletter.



Closing Remarks

The CCSC thanks you for all of your help, support, and team spirit in the significant successes of the USDA Charge Card Program.



Questions

